

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| Applicant: | Christopher J. Allen | Conf. No.: | 7149 |
| Serial No.: | 10/619,917 | Group Art Unit: | 2161 |
| Filing Date: | July 15, 2003 | Examiner: | Stace, Brent S. |
| Title: | SYNCHRONIZATION OF AGENT SKILL DATA | | |
| Docket No: | 60021-378501 | | |

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE TO OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated May 8, 2007 and the Notices of Non-Compliant Amendment dated October 10, 2007 and July 1, 2008.

Amendments to the Specification begin on page 2.

Amendments to the Drawings begin on page 3.

Amendments to the Claims are reflected in the listing of claims which begins on page 4 of this paper.

Remarks/Arguments begin on page 12 of this paper.